



Planning and Evaluation Tracking

College Year: 2007-2008

Division of: Finance & Admin Services

Person Responsible: Lynn Thornton

Department of: Admin Serv/Property Mgmt

Person Responsible: Nora Moore

Purpose Statement: To provide a positive, safe, secure, pleasant living and learning environment for all tenants.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Rent will be collected in a timely manner.	1. After creating and informing tenants of a new rent policy Only 10% of tenants will make late payments as measured by the payment log.	1. Time Frame 3/1/07 to 8/31/07 March 73 late tenants (73/336) = 22% August 67 late tenants (67/336) = 20%	1. Analysis: Results indicate that there was a slight decrease in the number of tenants paying rent late. Action Plan: We will increase late fees during FY2007-2008.
2. To assure total satisfaction of all tenants.	2. Tenants vacating will fill out an Exit Survey with 90% of the respondents rating the Property Management customer service very good or excellent (4 or 5).	2. Time Frame 9/1/06 to 8/31/07 Total number of surveys 44 (93% rated very good or excellent)	2. Analysis: Results indicated that the Property Management customer service was very good or excellent (4 or 5). Action Plan: Report of problems will be submitted to the Physical Plant Supervisor outlining areas needing improvement.

3. Tenants will follow lease policy.

3. After posting notice of noncompliance, all tenants who received a notice will comply with inspection check list terms as measured by inspection follow up log.

3. Time Frame 3/01/07 to 8/31/07

336 homes

64 non-compliance notices given out.

64 tenants complied after receiving notice.

3. **Analysis:**
100% compliance. No 30 day notices were given.

Action Plan:
Continue procedure to maintain 100% compliance.

4. To improve the students knowledge of the Student Apartments rules and regulations.

4. After orientation, the students will increase their knowledge of the Student Apartments rules and regulations by 100% based on a pre-test given prior to orientation and a post test given at the end of orientation.

4. Test completed on 8/24/07

Number of test given 30

Average Pre-test Score:
59.7% correct

Average Post test Score:
82.4% correct

Average Increase Score:
40.7% correct

4. **Analysis:**
The results of the pre-test and post-test show that the students increased their knowledge.

Action Plan:
Concentrate on problem questions. Emphasize on questions missed in orientation.

